

# INFORMATION EXCHANGE

October 2006

## Resources for Workforce Development Programs

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## Call the Employment Training Network



## And Rake in our Services!

If you're interested in implementing a new Workforce Investment Act program or just refining your current program, the Employment Training Network (ETN) has a veritable pile of services to assist you!

We maintain a database of superb consultants who will visit your office and make customized (and colorful) presentations geared to your specific training needs.

If you would like to visit a program operated by another agency to harvest first-hand information, we can assist with your travel expenses.

Or, you can always fall back on our lending library. We have resource materials available on a wide variety of workforce development topics. Please see our expanded listing on Pages 6 and 7.

Call the ETN at (916) 654-8896 and leaf the rest to us!



ASSOCIATION OF CALIFORNIA SCHOOL ADMINISTRATORS

## Capacity Building Unit Staff Development Training

The Capacity Building Unit (CBU) of the Employment Development Department (EDD) Workforce Investment Division provides staff development training and technical assistance to the workforce community at no cost to the requesting agency. The CBU curriculum is focused on the Workforce Investment Act (WIA). Courses are listed in the CBU Catalogue located at: [www.edd.ca.gov/wiarep/wiacat.htm](http://www.edd.ca.gov/wiarep/wiacat.htm). Please consult the Training Calendar at [www.edd.ca.gov/wiarep/wiacal.htm](http://www.edd.ca.gov/wiarep/wiacal.htm) for the most current schedule. Highlighted below are two classes currently being offered by the CBU.

### **New Tricks for Older Dogs - Busting the Myths of Older Workers**

With the aging of the American workforce come special challenges for meeting the needs of employers and diminishing the myths associated with older workers seeking employment. With the right approach, older workers will continue to play a dominant role in today's workforce.

In order to facilitate this effort, the Capacity Building Unit has developed a new training class entitled, "New Tricks for Older Dogs: Busting the Myths of Older Workers." This one-day workshop is designed for all staff, including case managers and job developers, and will provide innovative strategies that will improve local performance while fully integrating older workers into the mainstream of employment opportunities.

If you are looking for a fresh approach that will provide you or your staff with the necessary tools to more effectively dispel the myths associated with older workers and, at the same time, enhance your connection to the business community, this is the workshop for you.

To host "New Tricks for Older Dogs," or to obtain more information about the workshop, you may contact LillianLeBlanc at (916) 657-0210, or e-mail Lillian at [lleblanc@edd.ca.gov](mailto:lleblanc@edd.ca.gov). Workshops are now being scheduled for 2007.

### **Non-Discrimination: Name that Requirement**

The emphasis of this exciting new class is to expand attendees' understanding of the Workforce Investment Act

(WIA), Title I, Section 188's non-discrimination and equal opportunity provisions. Attendees will learn skills, techniques and resources to comply with all non-discrimination requirements and regulations within the framework of the WIA's One-Stop Career Center system. The class is intended for staff who regularly interact with program participants as well as those staff assigned compliance-related responsibilities (managers, supervisors, job developers, business services representatives, case managers, staff in follow-up units, back-to-work units or retention units, training providers and other local WIA partners).

To host or to obtain more information about the class, you may contact Kim Lucero at (916) 653-1666, or e-mail Kim at [klucero2@edd.ca.gov](mailto:klucero2@edd.ca.gov).

## **Mark Your Calendars**

### **Larry Robbin and Associates -**

*New Ways to Teach Job Search Skills to Youth - The Radar Approach to Job Retention*  
October 13, 2006 - San Francisco, CA

[Naji.jackson@sfgov.org](mailto:Naji.jackson@sfgov.org)

### **California Workforce Investment Board, California Association for Economic Development, California Workforce Association, and Employment Training**

#### **Panel - 2006 Regional Meetings**

October 18th, 2006 - San Luis Obispo, CA

October 19th, 2006 - Sunnyvale, CA

October 26th, 2006 - Sacramento, CA

December 6, 2006 - Los Angeles, CA

December 7, 2006 - Santa Ana, CA

[www.calworkforce.org](http://www.calworkforce.org)

### **International Career Development Conference - Integrating High Tech Tools in a High Touch Field**

November 1-5, 2006 - Santa Clara, CA

[www.careerccc.com](http://www.careerccc.com)

### **2006 CalWORKs Partnerships Summit -**

*Charting a New Course, Tides of Change*

December 11-14, 2006 - Newport Beach, CA

[www.cce.csus.edu/cts06/CalWorks/index.cfm](http://www.cce.csus.edu/cts06/CalWorks/index.cfm)

### We're All Serving Ex-Offenders!

According to a recent Justice Department study, at the end of 2001 one out of every thirty-seven adults in the United States was either in prison or had been incarcerated at one time! This represents 5.6 million people with higher numbers on the horizon. With numbers like this it means that almost all workforce development programs are serving more ex-offenders than they may realize.

While some ex-offenders are very open about their past, others may not want to disclose their incarceration history. Issues of shame and regret as well as very real concerns about how they will be treated by workforce development staff may lead them to avoid this part of their background. There may be signs of this issue that go undetected by workforce development personnel not trained in working with this population. The customer that gets vague about certain periods of their life may have an incarceration history. The customer that doesn't follow up on a job referral that seems well suited to them may worry about being rejected because a background check will reveal that their conviction involves issues connected directly to that job. Another customer may miss appointments without explanation as they are called to see their probation or parole officer. Be careful of stereotypes when you think of ex-offenders. The older dislocated white collar female manager may have an embezzlement or drug history that doesn't readily surface, but her self-talk now that she is unemployed is saying no one would ever hire me with my criminal history. This may present itself as low or confusing job search motivation. Many more of your customers than you may think are struggling with these kinds of issues.

Serving ex-offenders successfully involves a number of challenges. Management and staff attitudes towards ex-offenders are a primary issue. Programs may need to conduct training to provide education on this population and deal with the concerns people may have about working with these customers. Some people may have strong negative feelings about ex-offenders or certain types of crimes that may make it difficult for them to provide objective and positive services to this population. People that have been victimized personally or in their family may be challenged to balance their personal and professional experiences. People may have fears about personal safety that should be considered. Training can help with these issues.

Programs can collaborate with probation and parole departments and programs that specialize in ex-offenders to develop training that will help workforce development

organizations understand their role in serving ex-offenders. Bringing together ex-offender customers that are open to talking about their experiences with staff people can also help. Don't forget you may also have some ex-offenders on your staff that have not spoken about their experience until this kind of session is organized. Effective services from workforce development organizations are one of the most important elements that can contribute to lowering the number of people that go and return to jail. This huge and growing population should be viewed as another form of diversity in the general public that all workforce development programs need to understand and serve.

Taken from *From Jails To Jobs! Success With Ex-Offenders!* For further information, contact Larry Robbin, Executive Director of Robbin and Associates: 510-834-8524.

### Resources for Serving Diverse Populations

The National Association of State Workforce Agencies (NASWA) Equal Opportunity Committee researched and developed "Resources for Serving Diverse Populations". This document provides information on resources to serve these groups, organized by special population—youth, adult, persons with limited English proficiency, and persons with disabilities. Specifically, this document provides links to websites containing guidance and resources to assist the above special populations with locating and accessing available employment and training services. This document is available for download at [www.edd.cahwnet.gov/wiarep/wiab06-21att.pdf](http://www.edd.cahwnet.gov/wiarep/wiab06-21att.pdf).

## Rapid Response

### Worker Transition Coach Website

The Worker Transition Coach is a new information service provided by the CareerOneStop Service Center operated by the State of Minnesota under a grant from the U.S. Department of Labor. This service is designed to assist workers and workforce development professionals that have entered into a layoff situation. It provides assistance to resources that may guide the workers to new employment and financial support during the temporary unemployment period. To begin using this service, please visit the Worker Transition Coach Website at [www.workertransition-coach.org](http://www.workertransition-coach.org).

## World Institute on Disability's Benefits-To-Work Calculator

The World Institute on Disability on-line benefits planning calculator is now available at [www.db101.org](http://www.db101.org). The calculator helps people with disabilities understand how employment and earnings may affect their eligibility for various cash benefits programs.

Many people with disabilities cite their fear of losing benefits and services as significant barriers to accepting employment. Due to the complexity of benefits programs eligibility, case managers and counselors in One-Stop Career Centers may be hesitant to advise people with disabilities how their benefits may change when taking a job. The new Benefits-to-Work Calculator allows users to enter information about work plans to determine how benefits may be affected. The calculator is available in English and Spanish, and is completely confidential.

The Benefits-to-Work Calculator does not take the place of a qualified benefits planner, but it is a useful tool to use when people with disabilities are considering employment options.

## Best Practices for Working with Persons with Disabilities

The Southeast Disability and Business Technical Assistance Center (DBTAC) announces the release of the revised and improved on-line course, *"At Your Service: Welcoming Customers with Disabilities"*.

*At Your Service* is a free, accessible, self-paced web course for people interested in discovering best practices for working with customers who have disabilities.

The course was created as a training tool for Customer Service Representatives employed at the Department of Labor's One-Stop Centers as well as for Navigators in the Disability Program Navigator Initiative. However, anyone interested in learning more about interacting effectively with people who have a variety of disabilities will also benefit from this web course.

The course is available at <http://www.wiawebcourse.org>.

## Assessment and Mentoring Guides for Serving Youth

The National Collaborative on Workforce and Disability for Youth (NCWD/Youth) has revised its popular, *Career Planning Begins with Assessment: A Guide for Professionals Serving Youth with Educational & Career Development Challenges*.

This guide is for multiple audiences within the workforce development system as they assist youth in making decisions and choices based on appropriate assessments that focus on the talents, knowledge, skills, interests, values, and aptitudes of each individual. Youth service practitioners will find information on selecting career-related assessments, determining when to refer youth for additional assessment, and on other issues such as accommodations, legal issues, and ethical considerations. Administrators and policymakers will find information on developing practical and effective policies, collaboration among programs, and interagency assessment systems.

The revised edition can be downloaded in Adobe PDF format at <http://ncwd-youth.info/assets/guides/assessment/AssessGuideComplete.pdf> and in Microsoft Word format at <http://ncwd-youth.info/assets/guides/assessment/AssessGuideComplete.doc>.

## NCWD/Youth Mentoring Guide

Mentoring is recognized as one of the most important strategies for assisting youth in making a positive transition into adulthood. Despite all of the information available on mentoring, very little information exists about mentoring youth with disabilities or about career-focused mentoring of older youth.

*Paving the Way to Work: A Guide to Career-Focused Mentoring for Youth with Disabilities* has been developed by the NCWD/Youth to specifically address the needs of youth with disabilities during their transition from school to work. This guide is intended for individuals designing career-focused mentoring programs for youth, including youth with disabilities, who are in the transition phase to adulthood.

This guide is available at [www.ncwd-youth.info/](http://www.ncwd-youth.info/).



## On-line Resources

### Workforce Investment Act Q&A on EDD Website

If you have questions about the Workforce Investment Act (WIA), the Employment Development Department (EDD) website provides a method to submit questions and view answers to frequently asked questions about the WIA.

The Questions and Answers (Q&As) are grouped by major categories, including Administration, Eligibility, Eligible Training Provider List (ETPL), Financial Management, Performance, Reporting, Services and Training, and Statewide Projects. The Workforce Investment Division (WID) will send an e-mail reply to customers within five working days of receipt of the original question. Customers who do not have an e-mail address will be contacted by telephone. In addition, the WID will post Q&As by category on a monthly basis.

Visit this informative website located at [www.edd.ca.gov/wiarep/wiaqac.htm](http://www.edd.ca.gov/wiarep/wiaqac.htm).

### WorkforceUSA - A Site of Shared Learning

WorkforceUSA.net is a collaboration among workforce development organizations and professionals dedicated to providing resources for the work of workforce development, with links to events and job and funding opportunities. Visit this informative website at [www.workforceusa.net](http://www.workforceusa.net).

## Labor Market Information

### California Business Portal

California is "Open for Business." That's just part of the message being sent by the California Business Portal, a virtual one stop for doing business in the State at [www.calbusiness.ca.gov](http://www.calbusiness.ca.gov).

The Business Portal provides easy access to all state agencies and departments that serve business. The Portal simplifies the path to the resources needed by business people such as starting, expanding or financing a business, processes which can involve many departments and agencies. All in one place, you'll find information about permits, licenses or legal assistance. The site also has foreign investment assistance and information for businesses seeking contracts with the State.

## Awards

### NOVA Presents Alumni Awards Event

The North Valley Job Training Consortium (NOVA) Workforce Board will hold its 16th annual CONNECT! Alumni Awards Event on October 6, 2006.

This annual event will be emceed by NBC11 News reporter Scott McGrew, and will honor nine individuals who have accomplished great things through their participation with a variety of partner organizations. Also recognized will be four organizations that have provided exemplary leadership and commitment throughout the community. These honorees are representative of the thousands of other success stories that the CONNECT! partners encounter on a daily basis.

Immediately following the awards event will be a workshop facilitated by keynote speaker, Dr. Robert Fuller. This noted author and speaker will facilitate a discussion on the topic of leadership with dignity that will be appropriate to leaders of both business and the community.

NOVA is a partner in CONNECT!, a collaborative of more than 30 organizations providing a wide range of employment services to businesses and job seekers in Silicon Valley. For more information on NOVA and CONNECT! services, visit [www.novaworks.org](http://www.novaworks.org).

## Editor's Note

### Receive the Information Exchange Newsletter On-line

If you are interested in receiving the *Information Exchange* newsletter via e-mail, subscribe to the Employment Development Department's (EDD) free e-mail subscription services. EDD's e-mail lists provide the latest news about programs and services on-line, including what's new on EDD's website, recently added forms and publications, events, and announcements.

It takes only a minute to visit [www.edd.ca.gov/listmain.htm](http://www.edd.ca.gov/listmain.htm) and follow the prompts. You may be interested in all selections, however, in order to receive the *Information Exchange* newsletter, you must select Workforce Investment Act (EDDWDEMAIL). That's all there is to it!

If you no longer want to receive a hard copy of this newsletter, please e-mail [dcoad@edd.ca.gov](mailto:dcoad@edd.ca.gov) and we will remove your name from our mailing list.

# Check It Out!

The resource materials listed below, including DVDs, videos, CD-ROMs and audio cassette tapes, are available for loan from the ETN library. Please leave a message at (916) 654-8386 with your requests. Available items will be shipped within 24 hours of request. If an item is already checked out, you will be placed on a reserve list.

## EMPLOYMENT RESEARCH

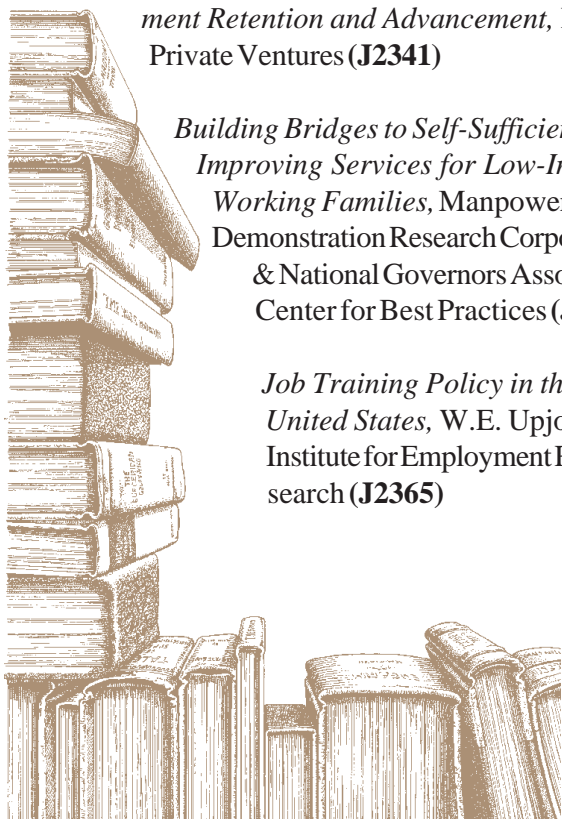
*Seeking a Sustainable Journey to Work, Findings from the National Bridges to Work Demonstration,* Public/Private Ventures (J2339)

*Getting Connected, Strategies for Expanding the Employment Networks of Low-Income People,* Public/Private Ventures (J2340)

*Promoting Opportunity, Findings from the State Workforce Policy Initiative on Employment Retention and Advancement,* Public/Private Ventures (J2341)

*Building Bridges to Self-Sufficiency, Improving Services for Low-Income Working Families,* Manpower Demonstration Research Corporation & National Governors Association Center for Best Practices (J2342)

*Job Training Policy in the United States,* W.E. Upjohn Institute for Employment Research (J2365)



## JOB RETENTION

*Job Smarts, 12 Steps to Job Success,* JIST Works (J2275)

*Start Right...Stay Right, Every Employees' Straight-Talk Guide to JOB SUCCESS,* The Walk the Talk Company (J2281)

*An Introduction to the Rules of Work: How to Succeed on the Job,* Linx Educational Publishing, Inc. (Video) (J2283-AV)

*Grooming, Dressing, and Body Language: Your Success Starts Here!, Tips and Techniques to Improve Your Total Body Image,* Linx Educational Publishing, Inc. (Video) (J2284-AV)

*Get Ready in Your Job,* JIST Publishing (DVD) (J2348-AV)

*Get Going on Your Job,* JIST Publishing (DVD) (J2349-AV)

*Get Ahead in Your Job,* JIST Publishing (DVD) (J2350-AV)

*Professional Conduct 101: Vital Skills for New Employees,* Briefings Publishing Group (DVD) (J2351-AV)

## JOB SEARCH

*Expert Resumes for People Returning to Work,* JIST Publishing, Inc. (J2265)

*Great Jobs Without a College Degree,* Linx Educational Publishing, Inc. (Video) (J2298-AV)

*300 Best Jobs Without a Four-Year Degree,* JIST Works, Inc. (J2300)

## LEADERSHIP SKILLS

*Influence, The Formula for Success*, Crisp Publications (J2248)

*Office Politics, Positive Results from Fair Practices*, Crisp Publications (J2249)

*25 Activities for Developing Team Leaders, Essential Tools Resource*, Pfeiffer (J2279)

*Pfeiffer's Classic Activities for Developing New Managers*, Pfeiffer (J2280)

*Sticking to It, The Art of Adherence, How to Consistently Execute Your Plans*, CornerStone Leadership Institute (J2344)

## HARD-TO-SERVE POPULATIONS

*Beyond Work First, How to Help Hard-to-Employ Individuals Get Jobs and Succeed in the Workforce*, Manpower Demonstration Research Corporation (J2054)

*Job Interview Tips for People with Not-So-Hot Backgrounds, How to Put Red Flags Behind You to Win the Job*, Impact Publications (J2288)

## CASE MANAGEMENT

*Case Management for the Hard-to-Employ, What Makes Your Client Employable?*, Career Point (Video) (J2105-AV)

*Case Management for the Hard-to-Employ, Motivating the Unmotivated*, Career Point (Video) (J2206-AV)

*Case Management for the Hard-to-Employ, Successful Job Search Techniques*, Career Point (Video) (J2272-AV)

*How to Make Case Management Work for You*, Career Point (Video) (J2273-AV)



## EX-OFFENDERS

*Tough Question & Straight Answers: Disclosing Your Criminal Record to an Employer*, 9 to 5 Productions (Video) (J2307-AV)

*Being "Job-Ready", Identify Your Skills, Strengths, and Career Goals*, JIST Publishing, Inc. (2318)

*Keeping Your Job, Survive and Succeed in a New Job*, JIST Publishing Inc. (J2319)

*The Ex-Offender's Job Hunting Guide, 10 Steps to a New Life in the Work World*, Impact Publications (J2320)

## MOTIVATION

*100 Ways to Motivate Yourself, Change Your Life Forever, Second Edition*, Career Press (J2167)

*I am Already Successful, 80 Activities to Develop Motivation and Self-Esteem, Second Edition*, JIST Works (J2070)

*Feel Better About You!, How to Improve Your Self-Esteem*, Cambridge Educational (J2107)

*The Power of Positivity, 80 Ways to Energize Your Life*, SkillPath Publications (J2129)

*Looking for Work with Attitude Plus!*, JIST Publishing, Inc. (Video) (J2266-AV)



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## THE EMPLOYMENT TRAINING NETWORK *Resources for Workforce Investment Act (WIA) Programs*

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The Employment Training Network is an information dissemination project which provides one-to-one consultations, staff workshops and resources exclusively for California's Workforce Investment Act (WIA) programs. Through statewide networking, the Employment Training Network staff is able to offer diverse technical services using consultants in a variety of areas. Local Workforce Investment Area (LWIA) staff may benefit from the following services:

- **consultant services** - to enhance staff's skills, knowledge, and motivation
- **program site visits** - staff reimbursement provided for travel expenses
- **resource library** - up-to-date books, manuals and videos in a multitude of topics on loan for three weeks
- **referrals** - to other employment and training programs
- **Information Exchange newsletter** - informative newsletter announcing upcoming workshops, new resources, etc.

The Employment Training Network technical assistance services are available upon request to LWIA staff members or contractors operating LWIA programs. ETN staff: Diane Coad, Project Manager and Janine Cota, Administrative Assistant. **WIA funded agencies may receive Employment Training Network services by calling (916) 654-8896.**

**EDD is an equal opportunity employer/program.**